



KAREN UMUTONI

HUMAN RESOURCE AND ADMINISTRATIVE ASSISTANT

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A motivated and enthusiastic professional with recent credentials in Human Resource Management seeking to share my skills and gain further knowledge in my professional field. I have previous experience in customer service and administrative roles. I am skilled in prioritizing tasks, managing competing demands, and meeting deadlines without compromising quality.

Education

Makerere University Business School.

Bachelors Degree in Human
Resource Management
2019 - 2023
Kampala, Uganda.

Skills & Proficiencies

- Customer Service Experience
- Microsoft Office Suite
- Excellent Communication Skills
- Conflict Resolution skills
- Teamwork
- Fluent in English

Strengths

1. Time Management
2. Adaptability
3. Problem Solving
4. Attention To Detail

Work Experience

Human Resource Assistant

Housing Finance Bank
November 2022 to November 2023

- Successfully carried out recruitment activities, employee events, training sessions and team building activities.
- Conducted research and compiled reports to aid decision-making processes, contributing to informed HR strategies.
- Coordinated with the team in the HR Department to introduce and implement employee engagement initiatives to improve team collaboration and morale.

Cashier

Cayenne Restaurant
April 2021 to October 2022

- Processed transactions accurately using POS systems, achieving a 100% error-free transaction record and a smooth payment process for customers.
- Managed the cash register and reconciled daily sales transactions.
- Handled customer inquiries, resolved complaints and addressed special requests that resulted in a 92% customer satisfaction rate.

Administrative Assistant

Sendy Logistics Limited
January 2020 to January 2021

- Managed front desk operations like greeting visitors, answering calls and handling inquiries courteously and promptly.
- Updated and maintained the General manager's schedule, meeting calendar and travel arrangements.
- Maintained all office supplies inventory, ensuring orders for supplies are placed on time which contributed to smooth and organised office operations.